

State of Alabama
Personnel Department
64 North Union Street
P. O. Box 304100
Montgomery, AL 36130-4100
Phone: (334) 242-3389
Fax: (334) 242-1110
www.personnel.alabama.gov

Continuous Announcement

IT OPERATIONS SUPERVISOR - 10423

Salary: \$41,258.40 - \$62,529.60

Announcement Date: February 16, 2005

Revised Date: October 12, 2011

JOB INFORMATION

The IT Operations Supervisor is a position used by various agencies throughout the state. This is supervisory work in directing operations support for data and voice communications equipment, mainframe and client server operations, and network operations. Employees in this class are responsible for planning and directing operational functions such as monitoring computer and telecommunications equipment, running jobs, and hardware and software problems. Work involves supervising operations employees, developing operational policies and procedures, providing technical advice to administrative personnel on operational changes, and determining most efficient utilization of personnel and equipment. Employees exercise considerable independence in planning and directing work of subordinates.

MINIMUM REQUIREMENTS

- Current permanent status as an IT Operations Specialist
- An Associate's Degree in Information Technology from an accredited* college or university
- Five (5) years of experience in computer operations including running, canceling, and monitoring jobs on a mainframe application system, modifying JCL, using a PC system to access mainframe applications and databases, and/or performing system IPLs including two (2) years scheduling, planning, organizing, assigning, and reviewing work.

NOTES

- College/technical school credit in Information Technology above the minimum may be substituted for the required general computer operations experience, but **NOT** for the supervisory experience, on a year-for-year basis (e.g., one year of education equals one year of experience) for up to two years.
- Additional experience above the minimum may be substituted for the required education on a year-for-year basis (e.g., one year of experience equals one year of education).
- **See reverse side of announcement for more detail regarding substitution.*

ADDITIONAL REQUIREMENT

- If you would like for your education to be considered, you must submit an **official** college transcript for each accredited* postsecondary academic institution attended. Original transcripts issued to students will be accepted. Photocopies of transcripts, and or information obtained from the internet will NOT be accepted. Applicants who submit an official transcript beginning October 12, 2011, will no longer be required to send additional copies each time they apply.

EXAMINATION

- **Promotional** to current state employees in the classification identified above
- An **Experience Record Questionnaire** will comprise 95% of the applicant's final score for the promotional register, with the remaining 5% being based on the average of the applicant's service ratings for the last three years.

HOW TO APPLY

- Complete an Application for Examination Form available at www.personnel.alabama.gov, the above address, or any Alabama Career Center Office
- Apply on-line, by mail, or by fax. *Applications will be accepted until further notice.*

*Individuals currently on the register **DO NOT** need to reapply to remain eligible for employment.*

*Veteran's credits are **NOT** allowed on promotional examinations.*

THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER

**Please refer to the back of this announcement for complete information on State Personnel's policy for accepting post-secondary and advanced degrees.*

Promotional

Except for pretest information provided by State Personnel to all applicants, you should not directly or indirectly obtain information about examinations. If you do, the State Personnel Director may do several things. One, you may not be given an examination. Two, you may be disqualified after an examination. Three, your name may be removed from a register. Or four, your name may not be certified from the register. (Rules of the State Personnel Board, Chapter 670-x-9). According to the Code of Alabama, 36-26-47, a willful violation of exam security is a misdemeanor. Any person who is convicted of this type of misdemeanor will not get a state job. If they are officers or employees of the state, they will be required to forfeit their office or position for five years.

If you know of anyone who has violated this policy, you should contact the Examination Manager at the State Personnel Department.

***State of Alabama Personnel Department Policy on Accepting College Coursework, Post-Secondary and Advanced Degrees**

1. Specific college coursework required for a job, as well as Bachelor's, graduate, post graduate, and doctoral degrees will be accepted from the schools accredited by any of the six regional accreditation associations in the United States. These associations are listed below.

- Southern Association of Colleges and Schools (SACS)
- Middle States Association of Colleges and Schools (MSA)
- Northwest Commission on Colleges and Universities (NWCCU)
- North Central Association of Colleges and Schools – The Higher Learning Commission (NCA-HLC)
- New England Association of Schools and Colleges – Commission on Institutions of Higher Education (NEASC-CIHE)
- Western Association of Schools and Colleges – Accrediting Commission for Senior Colleges and Universities (WASC-ACSCU)

2. Coursework or degrees from schools that have not been accredited by a regional accreditation association will be accepted if a regionally accredited school considers the coursework or degree to be an acceptable prerequisite for admission to an advanced degree program. For example, if a regionally accredited school accepts an applicant's bachelor's degree for admittance into a graduate degree program, State Personnel will accept the degree. In the case of required college coursework (but no degree requirement), State Personnel will accept the college coursework if a regionally accredited school accepts the coursework towards a post-secondary degree (e.g., a bachelor's degree). ***This must be documented by a letter of acceptance from the regionally accredited school.*** State Personnel will review such requests on a case-by-case basis.

Note: This policy is subject to change. Certain state agencies may have additional requirements.

***Substitution: Education and Experience Equivalents**

(see above for college coursework accreditation policy)

Applicants who have current permanent Merit System status as an IT Operations Specialist may qualify with any one of the following combinations of education and experience:

Bachelor's degree in IT plus 3 years of the required operations experience to include 2 years of the required supervisory experience
Three years of college coursework (90 semester hours or 135 quarter hours), to include 27 semester hours or 60 quarter hours of IT coursework, plus 4 years of the required operations experience to include 2 years of the required supervisory experience
Two years of college coursework (60 semester hours or 90 quarter hours), to include 18 semester hours or 40 quarter hours of IT coursework, plus 5 years of the required operations experience to include 2 years of the required supervisory experience
One year of college coursework (30 semester hours or 45 quarter hours), to include 9 semester hours or 20 quarter hours of IT coursework, plus 6 years of the required operations experience to include 2 years of the required supervisory experience
No college plus 7 years of the required operations experience to include 2 years of the required supervisory experience